



<b>Process Name:</b> Training		<b>Process Identifier:</b> TR	
<b>Sub-Process Name:</b> Training (Pre/Post Class and Out Service Training)		<b>Sub-Process Identifier:</b> TR-01	
<b>Sub-Process Purpose and Objectives:</b> Identified or Requested Need for Training			
<b>Sub-Process Description:</b> The State will use Edison to establish and develop training classes, and initiate requests for training.			
<b>Pre Class</b> Employee Development (ED) or Agency publishes training announcements to communicate available classes for a set period of time (e.g. three months) and establishes each class in Edison. The supervisor within the Agency may also identify a training need that does not exist within the Agency specific classes or Department of Personnel (DOP) specific classes. If the course does not exist, then ED determines the need to develop the class and Continuing Education Units (CEU), and then enters that information in Edison. If the course already exists, then the Training Coordinator within the Agency reviews and approves the request within Edison, and an email is automatically generated to notify the Employee and Agency of the approval or denial. ED will then review the roster to determine if there are enough participants to hold the class, will enter the appropriate action in Edison, and an email will be sent to ED, the Employee(s), and Agencies affected notifying them of the class status.			
<b>Out Service Training</b> An Employee or Agency determines that a course is needed and enters a request in Edison with agency head approval via workflow to DOP. ED approves or disapproves the request depending on availability of existing DOP courses. If the course is approved, ED updates Edison and the employee(s) attend the training. If ED disapproves the course, then it is discussed between the agency and ED as to how the issue can be resolved (e.g. attend an established DOP course).			
<b>Post Class</b> Once a course has been completed, Edison will be updated with a bill being generated to the appropriate agency and a certificate of completion being available for print to the employee.			
<b>Sub-Process Trigger(s):</b> <ul style="list-style-type: none"><li>Agency identifies need</li><li>Publish training announcement</li></ul>		<b>Key Sub-Process Participants:</b> <ul style="list-style-type: none"><li>Employees</li><li>Agencies</li><li>Employee Development</li></ul>	
<b>Inputs:</b>			
<b>Input</b>	<b>Format</b>	<b>Volume/Time</b>	<b>Suppliers</b>
ED updates info in Edison	Manual	11,165 for FY 04-05	Agencies

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Agency updates info in Edison	Manual	<b>DOP</b> Total # of Class Hrs – 107,603 Total # of Classes - 723 Total # of Employees Trained – 7,603 <b>TDOT</b> Total # of Class Hrs – 1,044 Total # of Employees Trained – 9,677	Employee(s)
Email from Training Coordinator	Electronic	<b>DOP</b> Total # of Class Hrs – 107,603 Total # of Classes - 723 Total # of Employees Trained – 7,603 <b>TDOT</b> Total # of Class Hrs – 1,044 Total # of Employees Trained – 9,677	
<b>Outputs:</b>			
<b>Output</b>	<b>Format</b>	<b>Volume/Time</b>	<b>Recipients</b>
Training Announcements	Electronic	4 per year	Agencies, Employees
Training Rosters	Electronic	<b>DOP</b> Total # of Class Hrs – 107,603 Total # of Classes - 723 Total # of Employees Trained – 7,603 <b>TDOT</b> Total # of Class Hrs – 1,044 Total # of Employees Trained – 9,677	Instructors, Employee Development

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Certificates	Printed	DOP – 11,165	Employee Development, Agency and Employee(s)
Billing Reports	Electronic & Printed	11,165	F & A Accounts
Completion Roster	Electronic & Printed		Agency
Approved Training Courses	Electronic	11,165	Agency
<b>Performance Measures Tracked:</b>			
<b>Measure</b>		<b>Current Value</b>	<b>Target Value</b>
<b>Law, Policy, or Statute Site That Govern Sub-Process:</b>			
<b>Law, Policy, or Statute</b>			<b>Change Required (Yes/No)?</b>
T.C.A 8-30-202, T.C.A. 8-30-203, T.C.A. 8-30-204 and T.C.A. 8-30-205			No
<b>Key Assumptions:</b>			
<ul style="list-style-type: none"> <li>• Training Announcements will be developed within the Edison system.</li> <li>• Email notifications will be sent to Employees and Agencies regarding courses offered and availability of class.</li> </ul>			

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<b>Improvements:</b> <ul style="list-style-type: none"><li>• Electronic notification of class date, time, and location.</li><li>• Employees can register for available training class by utilizing Employee Self Service.</li><li>• Budget will be notified electronically for the classes that are given.</li><li>• Decrease number of “no shows”</li><li>• Assess skill levels of employees at the time of hire and update annually; provide supervisors with training opportunities matching identified training needs for each employee</li><li>• Automatically send data on annual training accomplishments and course completions to appropriate supervisors at performance appraisal time.</li><li>• Electronically track certification levels and renewal dates; provide electronic reminders to employees and supervisors.</li><li>• Establish a standardized registration methodology with automatic notifications/confirmations and follow-up reminders.</li><li>• Can establish and maintain “wait” list for popular classes.</li><li>• Automated alert for 17-day and 14-day notifications sent.</li><li>• Automation and integration.</li><li>• Scheduled opportunities.</li><li>• Automation of CEU update to employee record.</li><li>• Automation of checklist.</li><li>• Self-service for training announcement, CEU transcripts.</li><li>• For billing purposes, automation of inter-agency process that will locate employees that have attended a class, left the agency and moved outside the agency. Process should search by SSN.</li><li>• Automation of the entire out-service process.</li></ul>	

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<ul style="list-style-type: none"> <li>• Integrate training processes with Personnel to eliminate need for dual entry.</li> <li>• Integrate with electronic performance appraisal results to identify training needs and match to training opportunities.</li> <li>• Maintain a web-based universal calendar of training opportunities from all training components.</li> <li>• Provide automatic reminders to training staff for steps in the process.</li> <li>• Provide automatic tabulation of workshop expenses.</li> <li>• Provide billing process with workflow.</li> <li>• Provide centralized database of workshops completed by each employee; provide employee self-service ability to review records of training completed; remind employees, as appropriate.</li> <li>• Provide computer-based / self-training opportunities; link to third party providers as appropriate.</li> <li>• Provide electronic notifications of cancelled workshops; provide automatic re-registration and rescheduling.</li> <li>• Provide integrated online preview/inventory of course offerings from all training components; provide update capability; provide automatic reminders of workshop offerings.</li> <li>• Provide self-service, electronic application process to survey training needs and allow management/employees to request training topics.</li> <li>• Replace paper workshop evaluations with electronic.</li> <li>• Require managers and supervisors to develop their employees.</li> </ul>	
<b>Change Management Concerns:</b> <ul style="list-style-type: none"> <li>• Employee training for self service feature</li> <li>• Varying approval levels</li> </ul>	<b>Communication Actions:</b> <ul style="list-style-type: none"> <li>• Commit to training every employee regarding Employee Self Service</li> </ul>
<b>Eliminated Non-Core Systems:</b> <ul style="list-style-type: none"> <li>• MS Access database currently used for budget tracking.</li> <li>• MS Access and Excel databases currently used for scheduling</li> </ul>	